ALHAMBRA Medical University
School of Acupuncture and Oriental Medicine

Administration Office
25 S. Raymond Ave.
#201 Alhambra, CA
91801 Tel: 626-289-7719
Fax: 626-287-8641

AMU Key Administrative Staff
Job Descriptions

Title	Name	page #
CEO/ President	Jonathan Wu, M.D., Ph.D.	2
CAO/Dean of Academic Affairs	Jerome Jiang, L.Ac.	3-5
CFO	Kevin Chen, M.B.A.	6
COO	Rachel Chen, L.Ac.	7
Director of University Clinic	Anyork Lee, L.Ac., Q.M.E.	8-9
Director of School Development	Megan Hah., L.Ac.	10
Director of Admissions	Qing Ma	11
Director of Accreditation	Julie Chambers, L.Ac.	12
University Registrar	Monica Kuo	13
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JOB DESCRIPTION

Job Title: **CEO/President**
Reports to: General Partner/Governing Board
Status: Exempt

Summary

The CEO/president is evaluated by the general partners every year. The following is the job description (and the criteria on which performance is evaluated) for the President:

- Chief Executive Officer of the University
- General supervision, direction, and control of the business and officers of the University administration
- Preside at all meetings of the General Partners
- Preside at all meetings of the administrative staff, admission committee and the grievance committee
- Exercise decision on unresolved cases of grievances and complaints of students, faculty, and administrative staff
- General power and control in hiring and dismissing administrative employees and faculty members
- Execute policies and regulations of the school's accrediting agencies
- Attend and talk during orientation meetings with new students
- Attend faculty and committee meetings
- Oversee and supervise the CFO to maintain the smooth financial operation of the school
- Oversee the preparation of forecasted school budget, both short term and long term plans
- Other duties as directed by the Board

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JOB DESCRIPTION

Job Title:	**Chief Academic Officer /Dean of Academic Affairs**
Department:	Academic
Reports to:	President/ Chief Executive Officer
Status:	Exempt

SUMMARY

The Chief Academic Officer (CAO) represents the School Director/President in his/her absence. The Chief Academic Officer provides leadership and advocacy for the faculty and shares in the development of school-wide goals and priorities. The Chief Academic Officer is responsible for the general oversight of the Education Department activities, ensuring that quality education is available to all students. In addition, the CAO is responsible for maintaining a competent and credentialed faculty. The CAO works closely with the School Director/President, Chief Operating Officer, Associate Director, and Admissions Director in the daily operations of the school and in developing strategic plans for retention, placement and the continued growth of the school.

DEFINITION

Under general direction of the School Director/President, provides overall leadership and administrative responsibility for the coherent development, implementation, and assessment of high teaching and learning standards that result in continuous increases in enrollment and student retention in all the programs at Alhambra Medical University. The CAO ensures consistency in standards of effective teaching and learning practices that result in increased academic achievement. Further, the CAO provides overall direction to all teaching and learning and support systems, including the direct supervision of education department directors. The Chief Academic Officer is a member of the institution's senior management.

DUTIES AND RESPONSIBILITIES

1. Provides overall instructional leadership for the implementation of high academic and character standards, which are used extensively in program delivery methods and the preparation of students to compete in a global economy.
2. Establishes instructional programs that provide for all students and student subgroups achieving institution and state standards.
3. Provides for vertical and horizontal curricular alignment company-wide and implementing research-based, effective models of curriculum, instructional and special programs for all programs that support student learning needs and the objectives established by Alhambra Medical University.
4. Provides for the alignment of assessment tools with curriculum and instruction in order to assess program and service effectiveness.

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5. Works collaboratively with other departments to achieve the institution's vision and goals.
6. Initiates and supports the development and implementation of innovative instructional programs to achieve identified needs, and directing instructional teams to achieve maximum improvement in student achievement.
7. Provides for a comprehensive periodic and annual evaluation of program effectiveness, performance of department directors and faculty, and collaborative planning for continued improvement, as measured by student achievement outcomes and other measures.
8. Provides ongoing leadership development, professional growth, and adult learning aligned with high standards and institution level needs that result in continual student success.
9. Develops and implements plans of action to increase student attendance, reduce dropout rates, increase achievement, and meet institutional standards for all programs.
10. Participates and structures activities that build positive relationships which support institution and community goals.
11. Maintains state-of-the-art knowledge in educational reform and utilizes that knowledge to ensure ongoing improvements in high academic achievement and improved student outcomes.
12. Ensures ongoing professional communication and close collaboration with department directors and faculty in support of state standards, institutional goals, and applicable state regulations.
13. Models and articulates a value for professional learning and teamwork.
14. Develops and implements feedback systems that provide for continuous assessment of student, faculty and employer satisfaction with institution services.
15. Maintains records, submitting reports, and performing all other obligations mandated by law, institution policy or administrative directives.
16. Ensures that upon satisfactory completion of training, students are given an appropriate diploma or degree, indicating that the student has satisfactorily completed the course of instruction.
17. Responsible for the day-to-day operations of the education department to include approving and participating in all faculty terminations; conducting classroom faculty evaluations; conducting faculty meetings; planning faculty in-service workshops, and accomplishing all tasks and special projects as required by the School Director/President.
18. Ensures that faculty have the educational expertise to ensure capabilities of fulfilling the program or programs.
19. Ensures adequate faculty staffing to provide quality education and student services for the number of students enrolled.
20. Reviews on an ongoing basis the number of enrolled applicants, scheduled class starts, current enrollment, and number of faculty and staff.
21. Ensures that student critiques are conducted. Further, that a summary of the critiques is reviewed with faculty and areas of weakness noted regarding other school departments are discussed with appropriate management members.
22. Has the duty to act in the utmost good faith to do all of the following: inquire into the operation of the institution and its compliance with applicable law, take all reasonable steps

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within his/her capacity to cause the institution to comply with applicable laws and to correct the effects of noncompliance in a diligent and prudent manner to assure that students receive the education and students services where represented to the students and services that were represented to them.

23. Oversees advisory committee meetings ensuring that members lend advice and recommendations to the institution's administration and faculty concerning the type and content of courses and programs needed to produce graduates who can best be successful in their particular fields of study.
24. Conducts unannounced visits to classes for the purpose of evaluating an instructor's technique for lecture presentation, management of the class, use of teaching tools and overall interaction with the students.
25. Ensures compliance with established student attendance, progress, and performance standards.
26. Ensures Transfer of Credit Policy is adhered to as described in the School Catalog.

PERFORMANCE EVALUATION CRITERIA

The Chief Academic Officer is evaluated *every six months* by the School Director/President. Performance evaluation is based on duties, responsibilities and goal attainment requirements of the position.

PROFESSIONAL REQUIREMENTS

Qualified candidates should have a Master's Degree from a four-year college or university, Doctoral Degree preferred, ideally with demonstrated academic credentials, and a distinguished record in teaching, scholarship and service. Administrative experience, outstanding communication skills, a commitment to multiculturalism and a consensual leadership style are required.

Must participate in educational professional organizations and/or associations.

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JOB DESCRIPTION

Job Title:	**Chief Financial Officer**
Department:	Administration
Reports to:	President (Chief Executive Officer)
Status:	Exempt

SUMMARY

The CFO is responsible for establishing financial policies and procedures, preparing budgets and monitoring expenses, advising President regarding financial strategies. Establishes financial policies, procedures, control, and reporting systems. Guides financial decisions, monitors, confirms and reports financial conditions; prepares and manages budgets, complies with federal, state, and local legal requirements, and manages staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for all financial transactions and forecasts, budgeted and actual. Prepares budget for coming year. Forecasts current year income and income for next five years. Ensures that relevant financial data is presented to the CEO and senior management team. CFO also oversees financial aid reporting requirements.

QUALIFICATIONS

Education and/or Experience: Minimum of a Bachelor's Degree from a four-year college or university, ideally with an MBA; and a minimum of three to five years related experience and/or training; or equivalent combination of education and experience. Adept financial, legal compliance, accounting, and audit skills; ability to manage processes, develop budgets, and analyze information.

PERFORMANCE EVALUATION CRITERIA

The Chief Financial Officer is evaluated *every six months* by the President. Performance evaluation is based on duties, responsibilities and goal attainment requirements of the position.

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JOB DESCRIPTION

Job Title:	**Chief Operations Officer**
Department:	Administration/Academic
Reports to:	President (Chief Executive Officer)
Status:	Exempt

SUMMARY

The COO is responsible for establishing operations policies and procedures, provide operational guidance, analyze and improve the effectiveness of organizational operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

ADMINSTRATIVE:
Responsible for the day-to-day operations and facility maintenance for the University. Develop, implement, and review policies and procedures to strengthen the infrastructure of the University and ensure compliance within the University and governing agencies. Manage and supervise operating and maintenance staff and work with campus security to create and maintain a safe work environment.

ACADEMIC:
Under the direction of the Chief Academic Officer/Dean of Academics, provide support and assistance to the Academic and Admissions departments. Also in charge of the Continuing Education (CE) program for the University, responsible for developing the curriculum for the program, and host CE seminars monthly.

QUALIFICATIONS

Education and/or Experience: Minimum of a Master's Degree from a four-year college or university, ideally with an MBA; and a minimum of three to five years related experience and/or training; or equivalent combination of education and experience.

PERFORMANCE EVALUATION CRITERIA

The Chief Operations Officer is evaluated *every six months* by the President. Performance evaluation is based on duties, responsibilities and goal attainment requirements of the position.

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JOB DESCRIPTION

Job Title: **Clinic Director**
Department: Clinic
Reports to: President (Chief Executive Officer)

SUMMARY

The Clinic Director oversees the daily functioning of the University Clinic. Intervenes and models the handling of customer services needs and concerns. Oversees the administrative flow for the clinic ensuring that the clinic office is staffed and supervised. Communicates Department and University Policy and Procedure to clinic supervisors and student interns, assistants/observers and patients. Conducts Clinic Orientations, implements and enforces clinic and OSHA/HIPAA requirements and procedures. Oversees maintenance of patient records. Conducts and inspires staff development, oversees process improvements and facilitates communications with other departments throughout Alhambra Medical University. Ensures overall professionalism and smooth flow of clinic and office environment. Reporting directly to the Academic Dean, the Clinic Director is responsible for providing leadership, direction and overall management of the clinical training for the MSAM program.

Functions:

- Develop, oversee and ensure the integrity and quality of delivery of the Master of Science in Asian Medicine clinic training program.
- Oversee clinical faculty responsible for providing clinical internship training, including faculty evaluation of intern performance.
- Oversee and ensure quality of Alhambra Medical University's herb dispensary in its function to serve patients and to serve the herb educational component for students.
- Oversee the development of new and/or revised academic policies and procedures pertaining to clinical training, and make recommendations to the Dean of Academics regarding changes in academic policies pertaining to clinical training.

Educational Role:

- Provide adequate education within the scope of MSAOM clinical training.
- Provide hands-on mentoring and foster a critical thinking environment for student intern education.
- Oversee student conduct, proficiency, and professionalism and University clinic standards.
- Oversee and/or direct all clinical protocols and procedures by student interns, including patient care, diagnosis and treatment, and case management.
- Perform qualitative evaluation assessments on interns and clinic faculty
- Conduct clinician/intern conferences when necessary

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Clinic Role:

- Manage patient care with AMU approved protocols
- Be accessible and responsive to the patients needs
- Monitor patients' progress and ensure appropriate follow-up.
- Provide avenues for referral to other health care providers as needed.
- Assure proper documentation is maintained on all patients
- Counsel student interns on the management of patient care as appropriate.
- Maintain a strong clinician/patient relationship ensuring patient satisfaction

Administrative Role:

- Establish and revise as needed written clinical protocols related to delivery of patient care, clinical standards, patient files, and performance of the student intern within the clinical environment.
- Oversee herb dispensary, develop and manage herb dispensary policies and procedures for meeting patients' needs and student intern training needs.
- In collaboration with appropriate administrative staff members, develop and implement strategies to ensure a sufficient patient population to support the clinical training needs of the MSAM program.
- Assist student interns with their efforts to recruit patients for the University Clinic
- Oversee maintenance and cleanliness of the clinical site and equipment
- Ensure proper inventory of all MSAM program clinical supplies and equipment related to clinical training.
- Provide a positive work and educational environment for the Clinic Faculty, staff, and students within the clinical environment
- Ensure that OSHA standards, Clean Needle Technique, HIPPA Privacy Rule and other safety requirements are observed in the University Clinic.
- Maintain MSAM adherence to the standards pertaining to clinical training established by the California Acupuncture Board.

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JOB DESCRIPTION

Job Title: **Director of School Development**
Department: Administration
Reports to: President (Chief Executive Officer)

SUMMARY

The Director of School Development works with the Director of Accreditation whose main responsibility is for managing and coordinating all aspects of accreditation. In addition, the Director of School Development is responsible for coordinating and facilitating aspects of the annual evaluation plan process and strategic planning process. Work is performed under the supervision of the CEO.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Coordinate the development, implementation, evaluation, and reporting of the annual AMU assessment plan.
- Coordinate and facilitate the strategic planning activities of the University.
- Maintain current and archive files of ACAOM accreditation standards.
- Monitor changes from the accreditation governing bodies and update the administration as appropriate.
- Participate in the ACAOM and CA Board conferences.
- Meet with the Dean of Academics frequently to review strategic plans, assessment plans, and performance measures. Establish tasks to be completed for next assessment period.
- Coordinate and facilitate special projects as needed.
- Represent the university at institutional accreditation meetings.

SUPERVISORY RESPONSIBILTIES:

- Directly supervises and mentors all staff for accreditation and planning

EDUCATION, TRAINING and EXPERIENCE

Requires a Master of Acupuncture and Oriental Medicine degree or the equivalent from an ACAOM accredited/candidate program, or a comparable foreign institution, and either have or be eligible to obtain a license to practice acupuncture in California.

- Requires at least five years of progressively responsible management experience. Preference will be given for candidate with experience in a higher education environment and experience in accreditation reviews or audits where performance standards are established and reviewed.
- Language Skills: Excellent written and verbal communication skills. Ability to read, analyze and interpret published documents and standard reports.

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JOB DESCRIPTION

Job Title: **Admissions Director**
Department: Academic
Reports to: Dean of Academic Affairs (CAO)

Summary

Under the direct supervision of the Academic Dean, the Admission Director performs a range of admission activities as well as recruitment events.

- Develop, coordinate and implement appropriate recruitment strategies and activities to achieve AMU's enrollment objectives.
- Working with the Dean of Academic, develop and implement outreach and recruitment efforts for all AMU programs, and is familiar with all degree program requirements, policies, and procedures.
- Analyze and develop marketing strategies appropriate for all programs and clinic.
- Work closely with potential students, faculty, community college administrators and various community and educational organizations to ensure AMU's public visibility and credibility.
- Present and distribute admissions information at off-campus sites as required. Off campus sites include, but are not limited to attendance at college transfer and grad fairs, business and career fairs, meetings with college counselors, community and educational agencies and groups, and the affiliated hospitals. Adapts and creates presentation according to appropriate audience.
- Work closely with the Dean of Academics to analyze transcripts and estimate transferable units on a preliminary basis to develop potential degree plans (including approximate length, structure, course selection and concentration) for individual students.
- Maintain confidentiality on all personal student issues raised during the counseling sessions, including student status and performance, student grievances and other program concerns.
- Coordinate the admissions committee and recommend enrollment decisions.
- Documenting all paperwork related to admissions including but not limited to conditional admission letter and admission packages to applicants.
- Preparation and updating the new students' files for the registrar.
- Process transcripts evaluation from universities outside of the United States.
- Duties require excellent communication and problem solving skills; knowledge of higher education systems, policies and practices.

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JOB DESCRIPTION

Job Title:	**Director of Accreditation**
Department:	Academic
Reports to:	Dean of Academics/CAO

Summary

Reporting to the Academic Dean, the Director of Accreditation is a part-time employee whose main responsibility is to guide the staff in the accreditation process.

Responsibilities include:

- Conduct regular meetings with the staff to clarify and direct the process of attaining candidacy with ACAOM, and the Self-Study process afterwards.
- Communicate with staff, faculty and administrators as needed to explore the questions and issues that are to be considered during the Self-Study process.
- Regularly review sections of the Self-Study report written by others at AMU
- Provide guidance on the format of the report, and perform the semi-final editing of the report prior to submission to ACAOM

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JOB DESCRIPTION

Job Title: **University Registrar**
Department: Academic
Reports to: Dean of Academics/CAO

Summary:

Under the direct supervision of the Academic Dean, the Registrar performs a range of registration activities as well as keeps student records in a safe and secure place.

- Safeguard the University's official seal;
- Keep and safeguard of student records to include but not limited to post of grades, transfer credits, didactic units and clinic internship hours, and academic probation records;
- Keep and assess students credentials for meeting graduation requirements;
- Process and release quarterly class rosters to faculty;
- Issue quarterly didactic and clinic internship grade reports to students;
- Issue official and unofficial transcripts to students by request;
- Prepare quarterly data:
    - number of matriculated students
    - number of new students by gender, educational background and language track
    - number of transfer students
    - number of drop-out students
    - number of re-entry students
    - number of graduate students
    - number of students on academic probation or dismissal
- Prepare diplomas and certificates with appropriate seals and signatures
- Prepare necessary documents for state and federal agencies and accreditation agencies
- Perform any other duties requested by the President or Academic Dean

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JOB DESCRIPTION

Job Title:	**Faculty Academic Representative**
Department:	Academic
Reports to:	Dean of Academics/CAO

Summary
This position aids the Academic Dean in various capacities, for example researching information regarding AMU for the self-study, helping to write or edit various documents. Duties include:

- Writing, administering, and analyzing surveys for AMU constituents
- Writing questions for the question bank (pre-clinical and graduation exams)
- Writing and editing handbooks, catalogs, policy descriptions, etc.
- Writing drafts for the ACAOM self-study report and other accreditation documents
- Liaison with faculty and students on issues regarding self-study and improvement of AMU
- Investigating ways to improve communications between AMU constituents, and to improve efficiency in procedures

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JOB DESCRIPTION

Job Title: **Librarian**
Department: Academic
Reports to: Dean of Academics (CAO)

SUMMARY:

Directly reporting to the Chief Academic Officer, the primary function of the librarian is to assist the Academic Dean to operate and administer the learning resource library at the university campus.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assume responsibility for the daily operation of the library
- Training and supervision of staff/student workers.
- Implement of the collection development process based on academic curriculum, faculty and students requests.
- Provide reference and circulation services as needed.
- Assume primary responsibility for cataloging print and non-print materials.
- Maintain records and statistics and submit reports as required.
- Assist in the preparation of the Library budget.
- Promote a Library atmosphere conductive to study, research, and reading.
- Complete other tasks as assigned.

QUALIFICATIONS:

A Master's degree in Acupuncture and Oriental Medicine or in Library Science or Library and Information Science from an American Library Association (ALA) accredited school.

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JOB DESCRIPTION

Job Title: **Director of Human Resources**
Department: Administration
Reports to: President/Chief Exec

Summary

Organize, manages and administers the University's personnel systems and services. The position also includes managing the University's medical and other health related benefits, employee safety, and worker's compensation programs.

- Provide current and prospective employees with information about policies, job duties, working conditions, wages, opportunities for promotion and employee benefits.
- Ensure proper documentation and pre-employment examination for new hires.
- Manage employee medical insurance.
- Prepare bi-weekly payroll.
- Maintain employee's personnel files.
- Plan and conduct new employee orientation to foster positive attitude toward organizational objectives.
- Oversee employee performance evaluation.
- Arrange exit interview for employees.
- Investigate and report on industrial accidents for insurance carriers.

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JOB DESCRIPTION

Job Title: **Executive Assistant to the President**
Department: Administration
Reports to: President/Chief Exec

SUMMARY Under the direct supervision of the President, the Assistant to the President performs a role of liaison between the President and the chief officers of various departments, and enhance the on-site leadership of the President.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- assist the President to prepare and update the strategy of school development;
- report to the President about daily operations of the school;
- transmit the instructions and orders of the President to the various departments of the school;
- assist the President to review the performance of the MSAOM and ABW programs and the performance of the University clinic.
- assist the President to process the accreditation works;
- perform any other assignments requested by the President.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to communicate with people in person and by telephone in a friendly, helpful, and professional manner.
- Computer literacy and ability to work Windows 97 or higher and Microsoft Word.
- Demonstrates neat and professional appearance with clean hygiene.
- Demonstrates good and efficient ability to perform multi-task simultaneously.
- Able and willing to work flexible schedule to fill in when others are ill.

EDUCATION AND/OR EXPERIENCE

- Bachelor’s Degree Preferred
- 2 years administrative experiences preferred.

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CERTIFICATES, LICENSES, REGISTRATIONS

- A valid California Driver's Licenses and means of transportation to and from the clinic.
- CA acupuncturist license or CMT certificate preferred.

LANGUAGE SKILLS

- Second language (ex. Spanish & Chinese) preferred

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions

- The employee frequently is required to walk and sit.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- President Office hours are normally 10 a.m. to 6:30 p.m. Monday thru Friday.
- Department officers may request special assistances.